

## Computer Operations

### DESCRIPTION OF MAJOR SERVICES

The Computer Operations division provides enterprise data center services and a portion of the County's communications services to County departments on a 24/7 basis. The Division is comprised of three sections: Finance and Administration, Technology Operations and Core Solutions and Security. This budget unit is an internal service fund, which allows for net assets available at fiscal year-end to be carried over to the next fiscal year to be used as working capital or for replacement of fixed assets.

#### Budget at a Glance

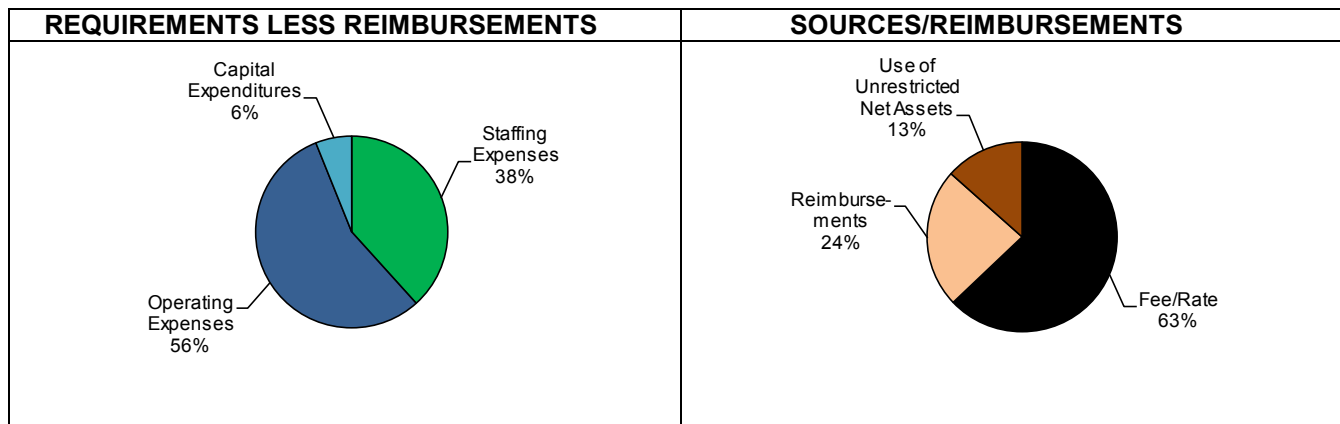
Requirements Less Reimbursements*	\$34,991,767
Sources/Reimbursements	\$30,250,665
Net Budget	(\$4,741,102)
Estimated Unrestricted Net Assets	\$4,754,434
Use of Unrestricted Net Assets	\$4,741,102
Total Staff	120
*Includes Contingencies	

Finance and Administration provides support to the entire Information Services Department for processes related to budget, contract administration, rate/fee development, accounts payable and accounts receivable.

Technology Operations provides for the design, operation, maintenance and administration of the County's Enterprise Data Center which supports the County's enterprise server and includes server management for physical and virtual servers, integrated document imaging infrastructure for digitizing paper records, and print operations for bulk printing functions required by the County.

Core Solutions and Security provides the County with global email, security direction and technology policies and procedures, handles service requests and technical services that support desktop communications and functions across the County, and assists departments in ensuring that their technology and business objectives are achieved.

### 2014-15 ADOPTED BUDGET



**BUDGETED STAFFING**

STAFFING ANALYSIS					5-YEAR STAFFING TREND				
Authorized Positions	2012-13 Final	2013-14 Adopted	2013-14 Final	2014-15 Adopted					
Regular	122	116	117	120					
Limited Term	0	0	0	0					
Total	122	116	117	120					
Staffing Expenses	\$13,144,566	\$12,622,716	\$13,131,887	\$13,386,443					

**ANALYSIS OF 2014-15 ADOPTED BUDGET**

GROUP: Administration  
DEPARTMENT: Information Services  
FUND: Computer Operations

BUDGET UNIT: IAJ ALL  
FUNCTION: General  
ACTIVITY: Computer Services

	2010-11 Actual	2011-12 Actual	2012-13 Actual	2013-14 Actual	2013-14 Final Budget	2014-15 Adopted Budget	Change From 2013-14 Final Budget
<b>Staffing Expenses</b>							
<b>Requirements</b>							
Staffing Expenses	12,505,093	12,902,333	12,575,414	13,131,887	13,131,887	13,386,443	254,556
Operating Expenses	12,950,863	16,935,909	15,754,173	15,093,589	19,926,578	19,481,324	(445,254)
Capital Expenditures	2,611,459	2,881,538	1,992,759	2,280,292	2,685,987	2,124,000	(561,987)
Contingencies	0	0	0	0	0	0	0
Total Exp Authority	28,067,415	32,719,780	30,322,346	30,505,768	35,744,452	34,991,767	(752,685)
Reimbursements	(7,884,019)	(9,355,319)	(9,906,552)	(7,885,881)	(10,028,741)	(8,277,623)	1,751,118
Total Appropriation	20,183,396	23,364,461	20,415,794	22,619,887	25,715,711	26,714,144	998,433
Operating Transfers Out	506,471	1,017,913	584,079	(214,539)	0	0	0
Total Requirements	20,689,867	24,382,374	20,999,873	22,405,348	25,715,711	26,714,144	998,433
<b>Sources</b>							
Taxes	0	0	0	0	0	0	0
Realignment	0	0	0	0	0	0	0
State, Fed or Gov't Aid	0	0	0	0	0	0	0
Fee/Rate	21,363,918	20,701,019	19,077,053	21,401,742	22,256,172	21,973,042	(283,130)
Other Revenue	0	0	82,711	30,753	1,651,908	0	(1,651,908)
Total Revenue	21,363,918	20,701,019	19,159,764	21,432,495	23,908,080	21,973,042	(1,935,038)
Operating Transfers In	0	0	133,300	0	500,000	0	(500,000)
Total Sources	21,363,918	20,701,019	19,293,064	21,432,495	24,408,080	21,973,042	(2,435,038)
Net Budget*	674,051	(3,681,355)	(1,706,809)	(972,853)	(1,307,631)	(4,741,102)	(3,433,471)
Budgeted Staffing					117	120	3

\*Net Budget reflects Total Sources less Total Requirements for Internal Service and Enterprise funds. When Net Budget is negative, it means that the department will be using assets that have been carried over from the prior year.

**MAJOR EXPENDITURES AND REVENUE IN 2014-15 ADOPTED BUDGET**

Staffing expenses of \$13.4 million is a main component of the expenditures in this budget unit. These expenses are necessary in order to provide support for the County's mainframe and servers, and technical services that support County departments' communications services.

Operating expenses of \$19.5 million include but are not limited to, computer software costs, application development support and maintenance charges, and equipment maintenance.

Capital expenditures of \$2.1 million include equipment and software purchases. Equipment purchases of \$2.0 million represent \$1.0 million for regular equipment replacement, \$600,000 for the additional CPU memory



required as a result of moving the FileNet system for document management to the enterprise server, and \$400,000 for emergency purchases.

Reimbursements of \$8.3 million represent internal administrative allocations, intra-fund revenues, and reimbursements from Risk Management to fund 2 positions.

Sources of \$22.0 million are comprised of central computer revenues and other information technology services revenue.

### **BUDGET CHANGES AND OPERATIONAL IMPACT**

Requirements are increasing by \$1.0 million primarily due to a decrease in reimbursements of \$1.8 million as the result of a reduction in COWCAP charges allocated to all ISD budget units, the elimination of storage growth reimbursement from County departments, and the internal administrative services and supplies cost allocation.

Sources are decreasing by \$2.4 million due to the elimination of \$1.7 million in budgeted revenue attributable to prior years that funded Capital Improvement Projects to repair and maintain the data center infrastructure and elevator refurbishment. Other reductions include decreased revenues for desktop support and hourly support services due to a lower demand for services. SharePoint and Virtual desktop service offerings and associated revenues are now being provided as part of Infrastructure services and revenues have been shifted accordingly.

### **STAFFING CHANGES AND OPERATIONAL IMPACT**

Staffing expenses of \$13.4 million fund 120 budgeted regular positions and are increasing by \$254,556 as a result of the transfer in of 2 positions from Risk Management to Computer Operations as part of the overall effort to consolidate information technology services and the internal transfer of 2 positions from the Telecommunication Services due to a shift in workload. In addition, retirement costs have increased. These increases are being offset by the deletion of 1 Automated Systems Technician position due to the decreased demand for service for this classification.



**2014-15 POSITION SUMMARY**

Division	Regular	Limited Term	Total	Filled	Vacant	New	Total
Enterprise Processing	21	0	21	20	0	1	21
Central Imaging	11	0	11	11	0	0	11
Finance and Administration	15	0	15	15	0	0	15
EMACS Support	1	0	1	1	0	0	1
Enterprise Printing	7	0	7	7	0	0	7
Server Management	20	0	20	18	0	2	20
Core Solutions and Security	45	0	45	44	0	1	45
<b>Total</b>	<b>120</b>	<b>0</b>	<b>120</b>	<b>116</b>	<b>0</b>	<b>4</b>	<b>120</b>

**Enterprise Processing**Classification

- 1 Automated Systems Analyst
- 1 Computer Facilities Specialist
- 3 Computer Operations Specialist
- 1 Computer Operations Supervisor
- 5 Computer Operator III
- 1 Office Asst II
- 1 Office Asst III
- 2 Production Control Supervisor
- 5 Systems Support Analyst III
- 1 Systems Support Division Chief
- 21 Total**

**Central Imaging**Classification

- 1 Microfilm Technician III
- 3 Office Assistant II
- 1 Office Assistant IV
- 1 Photographic Laboratory Technician
- 2 Programmer Analyst III
- 1 Systems Development Team Leader
- 2 Systems Support Analyst III
- 11 Total**

**Finance and Administration**Classification

- 1 Accounting Technician
- 1 Administrative Supervisor
- 1 Chief Information Officer
- 1 Department Technology Chief
- 1 Executive Secretary
- 2 Fiscal Assistant
- 1 Fiscal Specialist
- 1 Info Services Finance Officer
- 1 Officer Assistant II
- 1 Secretary I
- 2 Staff Analyst II
- 1 Supervising Accountant
- 1 Systems Development Division Chief
- 15 Total**

**EMACS Support**Classification

- 1 Systems Support Analyst III
- 1 Total**

**Enterprise Printing**Classification

- 1 Computer Operations Specialist
- 1 Computer Operator II
- 3 Computer Operator III
- 1 Office Assistant II
- 1 Office Assistant III
- 7 Total**

**Server Management**Classification

- 2 Computer Operations Specialist
- 1 IT Technical Assistant II
- 15 Systems Support Analyst III
- 2 Systems Support Supervisor
- 20 Total**

**Core Solutions and Security**Classification

- 3 Applications Specialist
- 9 Automated Systems Analyst I
- 2 Automated Systems Analyst II
- 3 Automated Systems Technician
- 2 Business Application Manager
- 1 Business Systems Analyst II
- 1 Business Systems Analyst III
- 1 Fiscal Specialist
- 5 Help Desk Technician II
- 1 Information Services Division Chief
- 1 Information Services Security Officer
- 1 Office Assistant III
- 1 Product Management Supervisor
- 2 Product Specialist
- 1 Supervising Auto Systems Analyst II
- 3 Systems Support Analyst II
- 5 Systems Support Analyst III
- 1 Systems Support Supervisor
- 1 Technology Helpdesk Supervisor
- 1 Teleprocessing Specialist
- 45 Total**

